

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	549012
<015>	Study Area Name	SureWest TeleVideo
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	Elsa Werner
<035>	Contact Telephone Number: Number of the person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	Elsa.Werner@consolidated.com
	Form Type	54.422

<010>	Study Area Code	549012
<015>	Study Area Name	SureWest TeleVideo
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

[illegible]

**(300) Unfulfilled Service Request
Data Collection Form**FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

<300> Unfulfilled service request (voice)

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

<330> Detail on attempts (broadband)

Name of Attached Document

<010>	Study Area Code	549012
<015>	Study Area Name	SureWest TeleVideo
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<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<410>	Complaints per 1000 customers for fixed voice	
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<440>	Complaints per 1000 customers for fixed broadband	
<450>	Complaints per 1000 customers for mobile broadband	

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<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	
<515>	Certify compliance with applicable minimum service standards	

(600) Functionality in Emergency Situations		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com
<600>	Certify compliance regarding ability to function in emergency situations	
<610>	Descriptive document for Functionality in Emergency Situations	

**(700) Price Offerings including Voice Rate Data
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	549012
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<015> Study Area Name SureWest TeleVideo

<020>	Program Year	2018
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<030> Contact Name - Person USAC should contact regarding this data Elsa Werner

<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
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<039> Contact Email Address - Email Address of person identified in data line <030> Elsa.Werner@consolidated.com

<701> Residential Local Service Charge Effective Date

1/1/2017

<702> Single State-wide Residential Local Service Charge

[illegible]

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**(800) Operating Companies
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

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<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com
<810>	Reporting Carrier	Consolidated Communications Enterprise Services
<811>	Holding Company	Name Not Available
<812>	Operating Company	Consolidated Communications Enterprise Services

[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

<900> Does the filing entity offer tribal land services? (Y/N)

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

**(1000) Voice and Broadband Service Rate Comparability
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

<1000> Voice services rate comparability certification

<1010> Attach detailed description for voice services rate comparability compliance

Name of Attached Document

<1020> Broadband comparability certification

<1030> Attach detailed description for broadband comparability compliance

Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

<1100> Certify whether terrestrial backhaul options exist (Y/N)

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
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549012CA1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <https://www.consolidated.com/support/terms-policies/tariffs-service-catalogs/california>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2005) Price Cap Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

July 2013

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Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<p><2011> 3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.</p> <p><2022> Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.</p> <p><2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.</p> <p><2024A> Round 2 Recipient of Incremental Support?</p> <p><2024B> Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.</p> <p><2025A> Round 2 Recipient of Incremental Support?</p> <p><2025B> Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).</p> <p><2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)</p>	<div style="border: 1px solid black; height: 20px; width: 100px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 20px; width: 100px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 20px; width: 100px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 20px; width: 100px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 20px; width: 100px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 20px; width: 100px; margin-bottom: 10px;"></div>	<div style="border: 1px solid black; height: 20px; width: 100px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 20px; width: 100px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 20px; width: 100px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 20px; width: 100px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 20px; width: 100px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 20px; width: 100px; margin-bottom: 10px;"></div>
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(2005) Price Cap Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

July 2013

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)

(3005) Rate Of Return Carrier Additional Documentation
Data Collection Form

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

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Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)		
(3010A)	Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}		
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information	<input type="text"/>
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}		
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information	<input type="text"/>
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No)	<input type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	<input type="radio"/> <input type="radio"/>
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:		
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	<input type="text"/>
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No)	<input type="radio"/> <input type="radio"/>
	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:		
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.		<input type="checkbox"/>
	If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:		
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	<input type="text"/>

(3005) Rate Of Return Carrier Additional Documentation (Continued)

FCC Form 481

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OMB Control No. 3060-0986/OMB Control No. 3060-0819

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<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

<010>	Study Area Code	549012
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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Name of Attached Document Listing Required Information

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

Name of Attached Document Listing Required Information

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

Name of Attached Document Listing Required Information

**Certification - Reporting Carrier
Data Collection Form**

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<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: SureWest TeleVideo	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/29/2017
Printed name of Authorized Officer: Michael Shultz	
Title or position of Authorized Officer: Vice President Regulatory & Public Policy	
Telephone number of Authorized Officer: 9367887414 ext.	
Study Area Code of Reporting Carrier: 549012	Filing Due Date for this form: 07/03/2017
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**Certification - Agent / Carrier
Data Collection Form**

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<039> Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent Firm:	
Signature of Authorized Agent or Employee of Agent:	Date:
Name of Authorized Agent Employee:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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July 2013

[illegible]

COMPETITIVE LOCAL CARRIER

4. MISCELLANEOUS SERVICES

The Company does not offer access to 900/976 pay-per-call information services. All access to 900/976 services are automatically blocked without an associated fee, and thus, customers need not order 900/976 blocking from the Company.

5. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine)

5.1 GENERAL

5.1.1 Applicability

Universal Lifeline Telephone Service (ULTS), also known as the California LifeLine Program, "California LifeLine" or "LifeLine," is a California Universal Service Public Policy Program that provides discounts on Basic Residential Telephone Service to eligible low-income households pursuant to the Moore Universal Telephone Act and General Order (GO) 153.

California LifeLine discounts are available to eligible customers ordering new, or currently subscribing to, the following basic services: flat rate individual service, or measured rate individual service where offered.

5.1.2 Territory

Within the exchange areas of all exchanges as said areas are defined in this Schedule Cal. P.U.C. No. 1-T.

5.1.3 Definitions

Definitions, as applicable to the California LifeLine Program, shall be consistent with Consolidated Communications of California Company's tariff Schedule Cal. P.U.C. 1-L, Section 9.1.3.

5.2 NOTICES, ENROLLMENT, AND FORMS

5.2.1 Initial California LifeLine Notice

The Initial California LifeLine Notice section for the California LifeLine Program shall be consistent with Consolidated Communications of California Company's tariff Schedule Cal. P.U.C. 1-L, Section 9.2.1.

5.2.2 Enrollment

The Enrollment section for the California LifeLine Program shall be consistent with Consolidated Communications of California Company's tariff Schedule Cal. P.U.C. 1-L, Section 9.2.2.

5.2.3 Annual California LifeLine Notice

The Annual California LifeLine Notice section for the California LifeLine Program shall be consistent with Consolidated Communications of California Company's tariff Schedule Cal. P.U.C. 1-L, Section 9.2.3.

(Continued)

	<u>Issued By</u>	Date Filed <u>MAY 18 2016</u>
Advice Letter No. <u>4</u>	<u>Vice President</u>	Effective <u>MAY 19 2016</u>
Decision No. <u>16-04-008</u>	<u>Regulatory & Public Policy</u>	Resolution No. _____

COMPETITIVE LOCAL CARRIER

5. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)
5.2 NOTICES, ENROLLMENT, AND FORMS – (Cont'd)

5.2.4 Customer Application Form

The Customer Application Form section for the California LifeLine Program shall be consistent with Consolidated Communications of California Company's tariff Schedule Cal. P.U.C. 1-L, Section 9.2.4.

5.2.5 Subscriber Renewal Form

The Subscriber Renewal Form section for the California LifeLine Program shall be consistent with Consolidated Communications of California Company's tariff Schedule Cal. P.U.C. 1-L, Section 9.2.5.

5.2.6 California LifeLine Notices, Forms and Instructions in the Language of Sale

The California LifeLine Notices, Forms and Instructions in the Language of Sale section for the California LifeLine Program shall be consistent with Consolidated Communications of California Company's tariff Schedule Cal. P.U.C. 1-L, Section 9.2.6.

5.2.7 Changes to LifeLine Service Offering

The Changes to LifeLine Service Offering section for the California LifeLine Program shall be consistent with Consolidated Communications of California Company's tariff Schedule Cal. P.U.C. 1-L, Section 9.2.7.

5.3 ELIGIBILITY CRITERIA FOR OBTAINING AND RETAINING LIFELINE

5.3.1 Criteria

California LifeLine is available to any residential customer who meets the eligibility requirements consistent with Consolidated Communications of California Company's tariff Schedule Cal. P.U.C. 1-L, Section 9.3.1.

5.3.2 Enrollment

Enrollment to the California LifeLine Program shall be consistent with Consolidated Communications of California Company's tariff Schedule Cal. P.U.C. 1-L, Section 9.3.2.

5.3.3 Renewal Process

The Renewal Process to the California LifeLine Program shall be consistent with Consolidated Communications of California Company's tariff Schedule Cal. P.U.C. 1-L, Section 9.3.3.

5.3.4 Notification of Change by California Lifeline Subscribers

Notification of Change by California Lifeline Subscribers shall be consistent with Consolidated Communications of California Company's tariff Schedule Cal. P.U.C. 1-L, Section 9.3.4.

5.3.5 Audits

Audits to verify a subscriber's eligibility to participate in the California LifeLine Program shall be consistent with Consolidated Communications of California Company's tariff Schedule Cal. P.U.C. 1-L, Section 9.3.5.

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COMPETITIVE LOCAL CARRIER

5. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)
- 5.3 ELIGIBILITY CRITERIA FOR OBTAINING AND RETAINING LIFELINE– (Cont'd)
- 5.3.6 Disputes
- Customers disputing the California LifeLine Administrator's finding of ineligibility shall be consistent with Consolidated Communications of California Company's tariff Schedule Cal. P.U.C. 1-L, Section 9.3.6.
- 5.3.7 Appeals
- Appeals by California LifeLine applicants shall be consistent with Consolidated Communications of California Company's tariff Schedule Cal. P.U.C. 1-L, Section 9.3.7.
- 5.4 SERVICE ELEMENTS, SERVICE DEPOSITS & SERVICE REQUIREMENTS OF CALIFORNIA LIFELINE
- 5.4.1 Service Elements Available Under California Lifeline
- Service Elements Available under California Lifeline by California LifeLine shall be consistent with Consolidated Communications of California Company's tariff Schedule Cal. P.U.C. 1-L, Section 9.4.1 through 9.4.4
- 5.4.2 In accordance with this tariff Schedule Cal. P.U.C. No. 1-T, Section 2.1.9, Rule 9, Establishment and Re-Establishment of Credit, and Section 2.1.10, Rule 10, Advance Payments and Deposits, the Utility may require customers to post a deposit upon service initiation. However, upon notification of California LifeLine eligibility from the California LifeLine Administrator, the Utility must credit the deposit for Basic Service on the subscriber's bill statement (if applicable). In accordance to the Utility's above cited tariff Schedule and Rules, the Utility may require a deposit for other services ordered by the California LifeLine subscriber.
- 5.4.3 The Utility may require a California LifeLine subscriber to pay any overdue California LifeLine rates and charges incurred by that subscriber, or make payment arrangements, before California LifeLine is reinstated at the same or new address.
- 5.4.4 Other than previously stated, California LifeLine is subject to the conditions of "Discontinuance and Restoration of Service" as set forth in the Utility's tariff, Schedule Cal. P.U.C. No. 1-T, Section 2.1.14, Rule 14, "Discontinuance and Restoration of Service," or Schedule of Rates and Charges related to service termination and reconnection.
- 5.4.5 If a subscriber is disconnected for nonpayment of toll charges, a California LifeLine Service Provider must provide California LifeLine to the subscriber if the subscriber elects to receive Toll Blocking.

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COMPETITIVE LOCAL CARRIER

5. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)

5.5 CALIFORNIA LIFELINE RATES AND CHARGES

5.5.1 The Utility shall offer California LifeLine priced at the following rates and charges:

- (A) Discounted nonrecurring Service Connection Charge for the initial installation or activation of a single telephone connection at the LifeLine subscriber's principal place residence.
- (1) The California LifeLine Service Connection Charge shall equal the lowest of (i) \$10.00, or (ii) 50% of the California LifeLine Service Provider's Service Connection Charge. The California LifeLine Service Connection Charge is set forth in Section 5.5.2(B), following.
- (2) The California LifeLine Service Connection Charge is applicable to each eligible household residing at the same principal place of residence.
- (3) The California LifeLine Service Connection Charge may be applicable any time a subscriber (i) establishes a new telephone connection (ii) re-establishes California LifeLine at the same principal place of residence at which California LifeLine was previously provided, (iii) establishes California LifeLine at a new principal place of residence, or (iv) switches California LifeLine from one California LifeLine Service Provider to another.
- (4) California LifeLine Service Providers may not impose a "central office charge" in addition to the California LifeLine Service Connection Charge when installing or activating California LifeLine.
- (5) Installation of a second and subsequent telephone service connection shall be subject to the Utility's Service Connection Charge at regular rates, except that subscribers with a disabled household member may qualify for California LifeLine Service Connection Charges on two residential telephone connections as per General Order 153. For Service Connection Charges at the Utility's regular rates, see the Utility's Service Guide.
- (B) Deferred payment of the California LifeLine Service Connection Charge.
- (1) The Utility shall offer California LifeLine subscribers the option of paying the California LifeLine Service Connection Charge in equal monthly installments with no interest for a period not to exceed 12 months.
- (2) The Utility may charge a late-payment fee when California LifeLine subscribers fail to timely remit some or all of the California LifeLine Service Connection Charge under a deferred-payment schedule.
- (C) Discounted nonrecurring charge for Service Conversion Charge.
- (1) The California LifeLine Service Conversion Charge (if applicable) shall equal the lowest of (i) \$10.00, (ii) 50% of the Utility's Service Connection Charge at regular rates for the initial connection of a single residential telephone line or (iii) the California LifeLine Service Provider's Service Conversion Charge. The California LifeLine Service Conversion Charge is set forth in Section 5.5.2(C), following.

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COMPETITIVE LOCAL CARRIER

5. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)
- 5.5 CALIFORNIA LIFELINE RATES AND CHARGES – (Cont'd)
- 5.5.1 The Utility shall offer California LifeLine priced at the following rates and charges: - (Cont'd)
- (C) (Cont'd)
- (2) The California LifeLine Service Conversion Charge is applicable each time a California LifeLine subscriber affects a change in the class, type, or grade of service, including requests to change from Foreign Exchange Service. There is no limit on the number of times a California LifeLine subscriber may pay the California LifeLine Service Conversion Charge when he or she initiates a change in the class, type, or grade of service.
- (3) No conversion charge may be assessed on an applicant or claimed from the California LifeLine fund if a California LifeLine applicant fails to qualify. No conversion charge shall be assessed on a subscriber or claimed from the California LifeLine fund if a subscriber is removed from California LifeLine (either voluntarily or involuntarily).
- (D) Discounted monthly California LifeLine rate for Flat Rate Service.
- (1) The California LifeLine Flat-Rate Service rate is set forth in Section 5.5.2(A)(1) and 5.5.2(A)(2), following.
- (2) From the effective date of D.10-11-033, and as extended until June 30, 2015, by D.14-01-036, California LifeLine subscribers of LifeLine Flat-Rate Service pay no more than \$6.84 per month.
- (3) Beginning January 1, 2013, California LifeLine subscribers will pay no more than ½ their California LifeLine Service Provider's Flat Rate Service.
- (4) From the effective date of D.10-11-033 until December 31, 2012, the California LifeLine Flat-Rate Service will have a price floor of \$5.00.
- (5) Subscribers to California LifeLine Flat Rate Service shall receive unlimited local calling.
- (E) Discounted monthly California LifeLine Measured Rate Service.
- (1) The California LifeLine Measured-Rate Service rate is set forth in Section 5.5.2(A)(3), following.
- (2) From the effective date of D.10-11-033, and as extended until June 30, 2015, by D.14-01-036, California LifeLine subscribers of LifeLine measured rate service will pay no more than \$3.66 per month.
- (3) Beginning January 1, 2013, California LifeLine subscribers will pay no more than ½ their California LifeLine Service Provider's Measured Rate Service rate.

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COMPETITIVE LOCAL CARRIER

5. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)
- 5.5 CALIFORNIA LIFELINE RATES AND CHARGES – (Cont'd)
- 5.5.1 The Utility shall offer California LifeLine priced at the following rates and charges: - (Cont'd)
- (E) (Cont'd)
- (4) From the effective date of D. 10-11-033 until December 31, 2012, LifeLine Measured Rate Service will have a price floor of \$2.50.
- (5) Subscribers of California LifeLine Measured-Rate Service shall receive 60 untimed local calls per month. The California LifeLine Service Provider shall charge \$0.08 per call for each local call in excess of 60 calls per month.
- (F) Subscribers shall not be charged for the federal End User Common Line (EUCL) charge, also known as the Subscriber Line Charge (SLC).
- (G) Subscribers shall not be charged for Toll-Limitation Service (including, but not limited to, Toll Blocking or Toll Control).
- (H) There shall be no charge or related credits to California LifeLine subscribers' LifeLine service for surcharges including the following: California High Cost Fund A (CHCF-A) surcharge, California High Cost Fund B (CHCF-B) surcharge, California Teleconnect Fund (CTF) surcharge, California Relay Service and Communications Device Fund surcharge (DDTP), the California LifeLine (ULTS) surcharge, the California Advanced Services Fund (CASF) surcharge, and the CPUC User fee.
- (1) These surcharges will apply to any other intrastate telecommunications services purchased by California LifeLine subscribers, as required by law.
- (2) The Utility shall pay to the appropriate taxing authorities the applicable taxes, fees, and surcharges billed to California LifeLine subscribers and claimed against the California LifeLine Fund.
- (I) The Utility may require advance payments for California LifeLine service, not to exceed one month's rates and charges.
- (J) Optional service features, network services, and equipment that are not part of California LifeLine rates and charges, will be available to subscribers at the California LifeLine Service Provider's regular rates and charges.
- (1) Non-California LifeLine lines and services will be available to subscribers at the applicable regular rates and charges.

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COMPETITIVE LOCAL CARRIER

5. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)
5.5 CALIFORNIA LIFELINE RATES AND CHARGES

5.5.1 The Utility shall offer California LifeLine priced at the following rates and charges: -
(Cont'd)

(J) (Cont'd)

(1) (Cont'd)

(a) California LifeLine shall not apply to the purchase of any additional, non-California LifeLine lines, services, features, options, and network capabilities by California LifeLine subscribers.

(K) Except as specifically modified by General Order 153, all rules, regulations, rates and charges in conjunction with Utility's tariffs/service guides or terms and conditions applicable to non-California LifeLine services are also applicable to the service provided under California LifeLine.

5.5.2 RATES AND CHARGES

ULTS rates shall be applied to each monthly statement for the months this service is furnished and shall apply only for the duration of this service. All monthly rates will be rounded to the next lower one cent (\$0.01).

Monthly Rate
per Line

(A) BASIC EXCHANGE SERVICE

1)	<u>California LifeLine Flat-Rate Service – Primary LifeLine Line¹</u>	
	Local Flat-Rate Service ²	\$20.00
	End User Common Line (EUCL) Charge	4.35
	Federal LifeLine Support Amount Credit	9.25
	California Specific Support Amount Credit	<u>10.10</u>
	California LifeLine Flat-Service Rate	\$5.00
2)	<u>California LifeLine Flat-Rate Service – Qualified Second LifeLine Line¹</u>	
	Local Flat-Rate Service ²	\$10.99
	End User Common Line (EUCL) Charge	4.35
	Federal LifeLine Support Amount Credit	9.25
	California Specific Support Amount Credit	<u>1.09</u>
	California LifeLine Flat-Service Rate	\$5.00

California LifeLine Flat-Rate Service includes unlimited local calling.

Local Calling Areas are found in this tariff, Section 3.5, preceding.

Note 1: Applicable to the Sacramento Exchange, Lincoln and Elk Grove Community of Service.

Note 2: See Section 3.4.1, Basic Exchange Access Line Residence Service, for regular rates contained in this tariff.

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COMPETITIVE LOCAL CARRIER

5. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)
5.5 CALIFORNIA LIFELINE RATES AND CHARGES – (Cont'd)
5.5.2 RATES AND CHARGES – (Cont'd)

(A) BASIC EXCHANGE SERVICE – (Cont'd)

Monthly Rate
per Line

(3) <u>California LifeLine Measured-Rate Service¹</u>	
<u>Sacramento Exchange Only</u>	
Local Measured-Rate Service ²	\$10.99
End User Common Line (EUCL) Charge	4.35
Federal LifeLine Support Amount Credit	9.25
California Specific Support Amount Credit	<u>1.09</u>
California LifeLine Flat-Service Rate ³	\$2.50

California LifeLine Measured-Rate Service is provided with a monthly allowance of 60 untimed outbound Local Calls. Local Calling Areas are listed in Section 3.3.1(A), preceding. Local Calls up to and over this allowance are provided at all days and hours at the following rate:

	<u>Rate per Call</u>
<u>Originating Untimed Local Calls</u>	
0-60	\$0.00
Over 60	\$0.08

Note 1: Measured-Rate Service is available only in the Sacramento Exchange. See Section 3.4.1(B).

Note 2: See Section 3.4.1, Basic Exchange Access Line Residence Service, for regular rates contained in this tariff

Note 3: Rate applies to each Primary LifeLine line and/or each Qualified Second LifeLine line.

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COMPETITIVE LOCAL CARRIER

5. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)

5.5 CALIFORNIA LIFELINE RATES AND CHARGES – (Cont'd)

5.5.2 RATES AND CHARGES – (Cont'd)

(B) CALIFORNIA LIFELINE SERVICE CONNECTION CHARGE
(See Section 5.5.1(A))

(1)	<u>Connection of Each LifeLine Access Line</u>	
	Service Ordering Telephone Installation ¹	\$99.95
	Federal Link Up Credit	0.00
	California LifeLine Connection Credit	39.00
	CCES LifeLine Adjustment Credit	<u>50.95</u>
	California LifeLine Service Connection Charge	\$10.00

(C) CALIFORNIA LIFELINE SERVICE CONVERSION CHARGE
(See Section 5.5.1(C))

(1)	<u>Conversion; Changes in Class, Type or Grade of Service</u>	
	Service Change Order	\$2.48
	California LifeLine Connection Credit	<u>0.00</u>
	California LifeLine Service Conversion Charge	\$2.48

(D) FCC ACCESS CHARGE ALLOWANCE

A credit in the amount equal to the applicable FCC End User Common Line (EUCL) Charge.

(E) TOLL LIMITATION SERVICE

(1)	Total Toll Restriction Monthly Rate	\$ 0.00
(2)	Total Toll Restriction Installation Charge	\$ 0.00

(F) SURCHARGES

California LifeLine services are exempt from surcharges as described in Section 9.5.1(H), preceding.

NOTE 1: Refer to Consolidated Communications Enterprise Services, Inc. Service Guide, Section 6.1 – Non-Recurring Charges.

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